



November 2006
FLSA: NON-EXEMPT

POLICE RECORDS SPECIALIST I/II

DEFINITION

Under direct or general supervision, performs a variety of general administrative, clerical and customer service duties involved in the maintenance, processing, and distribution of Police records, including serving as a call-taker and assisting in dispatching units; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. No direct supervision of staff is exercised. May exercise technical and functional direction over assigned staff.

CLASS CHARACTERISTICS

Police Records Specialist I: This is the entry-level class in the Police Records Specialist series. Initially, under direct supervision, incumbents perform work in the maintenance, processing, and distribution of Police records, as well as performing general clerical duties for the Police Records Division. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied and are performed under more general supervision. This class is alternately staffed with Police Records Specialist II and incumbents may advance to the higher-level class after gaining the knowledge, skills and experience that meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

Police Records Specialist II: This is the journey-level class in the Police Records Specialist series. Incumbents are cross-trained to perform the full range of technical work in all of the following areas: customer service, maintenance, processing, and distribution of Police records, and call-taking and/or dispatching units. This class is distinguished from Police Records Manager in that the latter has supervisory authority in planning, organizing and directing the full scope of operations within the Police Records function.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a variety of customer services functions applicable to records release and maintenance, including receiving, responding to, and entering requests for police reports and safekeeping of property, collecting fees, issuing visitor badges, and screening and forwarding telephone calls.
- Maintains and updates records according to established policies and procedures, including indexing a wide variety of violations and notifications, tracking and filing reports, and blanking out confidential information when required.
- Provides general information regarding department policies, procedures, and regulations, including responding appropriately to complaints, requests for information, and requests for service in person

and by telephone, forwarding written complaints against personnel, and coordinating work with other City departments.

- Performs a variety of reception, administrative support, and clerical duties, including answering and directing telephone calls and calls for service, preparing and balancing cash receipts journal, distributing incoming mail, receiving and processing payments or notices of non-payment, processing restraining orders, transcribing taped statements by officers, witnesses, suspects, and victims; sorting, filing, copying, and distributing a variety of documents; maintaining a variety of filing systems; and participating in the registration of a variety of services.
- Completes NCIC audits in order to ensure the accuracy and completeness of the data and that any necessary changes in the data or status have been made.
- Assembles and compiles information for a variety of departmental, State mandated, and statistical reports, including verifying accuracy and completion of reports, and maintaining accurate files.
- Processes registrants for sex, drug, arson, and violent predator crimes, including gathering all necessary paperwork and information, verifying identity and familiarity with current rules and regulations, and updating files as required.
- Computes payroll for all Police department personnel as assigned, including compiling time cards, tracking absences and overtime requests, processing civil subpoena refunds or billings for officer services, and answering payroll or Memorandum of Understanding questions for staff.
- Serves as court liaison clerk, including collecting and preparing documents for all arrests and citations; forwarding documents to appropriate department, division, and court; indexing a wide variety of violations and notifications; compiling and distributing complaints; and booking information; fingerprint cards, photographs, and other law enforcement reports.
- Receives, records, and distributes service subpoenas, including receiving information for cancellation of court appearance, tracking subpoenas to ensure they have been served or canceled, and replying to court as needed.
- Processes parking citations, revenue, and arbitrations, including verifying accuracy of information, collecting daily revenue, issuing payment receipts, sending delinquent accounts to collections, and updating citation status in computer database.
- Indexes all traffic violation citations and/or reports them into applicable computer systems.
- Maintains and balances a cash drawer, including recording monies received to the appropriate fund(s), preparing paperwork for processing of checks for overpayments, and for collection on returned checks.
- Serves as department Call Taker, and/or assists in dispatching units using the computer-aided dispatch system.
- Prepares felony warrants; received daily warrant sheet and verifies that all information is accurate.
- Performs background checks upon request for employment purposes.
- Provides research assistance to officers and other law enforcement personnel as requested.
- Issues mail-in reports to citizens who have a crime to report; assigns case numbers using the computer-aided dispatch system.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic functions, principles and practices of law enforcement agencies.
- Applicable Federal, State, and local codes, regulations, policies, technical processes and procedures, including Eureka Police Department policies and procedures, the California Vehicle Code, Penal Code, Welfare and Institutions Code, Health and Welfare code, and the Eureka Municipal Code.
- Techniques, methods, and processes of record management and retrieval.
- Standard office practices and procedures, including filing and the use of standard office equipment.

- Business arithmetic and basic statistical techniques.
- Terminology and procedures used in public safety dispatching.
- Computer applications related to the work, including data tracking, word processing and basic spreadsheet applications.
- Modern office practices, methods and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Ability to:

- Read, interpret, apply and explain rules, policies, codes and procedures.
- Organize, research and maintain technical and administrative files.
- Enter data into a computer system and prepare written materials with sufficient speed and accuracy to perform the work.
- Make accurate arithmetic and statistical calculations.
- File and maintain automated and hard copy records with speed and accuracy.
- Organize own work, set priorities and meet critical deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Police Records Specialist I/II: Equivalent to the completion of the twelfth (12th) grade.

Police Records Specialist I: One year of experience in clerical and customer support duties in the maintenance, processing, and distribution of records, preferably in a police department.

Police Records Specialist II: In addition to the above, one (1) year of experience in clerical and customer support duties in the maintenance, processing, and distribution of Police records, equivalent to that of Police Records Specialist I with the City of Eureka.

License:

- Valid California class C driver's license with satisfactory driving record.
- NCIC Certification.
- CLETS Certification.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter

and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons infected with communicable diseases.